

FUNCTIONAL TITLE: Technical Support Specialist II
LOCATION: Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210, Charlestown, MA 02129
STARTING SALARY RANGE: \$61,097 - \$91,645
APPLICATION DEADLINE: Friday, September 24, 2021

The Massachusetts Teachers' Retirement System ("MTRS") is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 67,000 recipients and maintains and services retirement accounts for more than 91,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of Network Services, the Technical Professional II is responsible for the installation, configuration, and maintenance of staff's desktops, laptops, telework devices, printers/copiers, phones, and faxes. The Technical Professional II is the primary technical support contact for approximately 110 staff throughout the agency.

The Technical Professional II performs the following:

- Records and evaluates support requests from staff regarding MS Office 365 Suite, MTRS web-based pension applications, internal web-based applications, and Commonwealth of Massachusetts (COMA) applications.
- Monitors Local Area Network (LAN) and virtual and physical service desk requests related to PC hardware, operating systems, network printers, copiers, phones, faxes, and other inquiries received from agency staff.
- Assigns, and/or escalates service desk requests from staff to either the MTRS's Network Services Unit (NSU) or the Application Data Services (ADS) unit. Responds to all users/staff service requests.
- Serves as the primary technical phone support liaison/contact for the MTRS's vendor NEC Telephone System and the Microsoft Teams Telephone System, including management of hardware and configuration.
- Manages and supports MTRS VDI User Profile Management environment.
- Maintains the asset management database for the MTRS's hardware (computers, laptop, printers, faxes, phones etc..) and software within the MTRS Service Desk application

(TrackIT). Identifies which hardware and software store Personal Identifiable Information (PII) within the inventory database.

- Maintains and supports the following MTRS Systems through the assistance of vendors:
 - Service Desk Application (TrackIT)
 - Fusion/RMS Physical Records Manager
 - American Alarm System and the security system in Western Regional Office
 - Interchange File Transfer System (EOTSS, Treasury)
 - Screen Connect
- Performs patching, upgrades and maintenance for systems and applications listed above.
- Coordinates and escalates telephone equipment service help desk tickets to the appropriate vendor contacts and/or MTRS technical staff.
- On a rotational basis (monthly) provides 24 x 7 emergency coverage for the MTRS's network and, if required, follows MyTRS unscheduled outage procedures.
- Maintains data center hardware and software inventory, which includes inventory licensing agreements. Tracks, monitors, and completes the renewal process for all hardware and software agreements. Maintains inventory of computer related supplies.
- Generates and summarizes the monthly Service Request Reports from the Track IT system and distributes to the MTRS management team.
- Assists NSU staff with performing network backups, as needed.
- Works closely with contractors and/or vendors, as directed, to complete technical service and support calls and requests.
- Serves as a backup to fellow MTRS Technical Specialist II with primary job duties, such as imaging and scanning systems.
- Assists with special projects as assigned.

REQUIRED EDUCATION AND EXPERIENCE (satisfied in one of three ways):

- Bachelor's degree with a major in the field of computer science.
- Four years related professional work in the IT industry.
- Microsoft Certified Professional (MCP) Operating System certificate.

ADDITIONAL QUALIFICATIONS

- Adheres to and follows the Commonwealth of Massachusetts EOTSS and MTRS security guidelines, procedures, and policies. Maintains security of highly sensitive and/or confidential data.
- Knowledge of wide-area networks, local-area networks, Virtual Private Network (VPN), network protocols such as TCP (Transmission Control Protocol), IP (Internet Protocol) and network diagnostic tools and techniques.
- Working knowledge of personal computers (PC) and the ability to troubleshoot PC problems.
- Knowledge and experience of Microsoft Teams and Microsoft Telephone System.
- Knowledge and experience of MS Office 365 products such as Outlook, Word, Excel, PowerPoint, Access, OneNote, and Teams.
- Understanding of a computer virus, the various ways they may propagate, and the implications of a virus attack.
- Experience with service request tracking systems. Experience in managing and maintaining **Intuit Track IT** Service Desk system is a plus.
- Ability to listen and question MTRS users effectively to accurately identify the problem being reported.
- Ability to communicate in writing clearly and concisely with MTRS users.
- Ability to follow verbal or written instructions accurately.
- Experience in a phone support/call center environment.
- Prior experience with Red Hat Linux Network Operating Systems is a plus.

Expected Hours of Work

This position currently offers a hybrid work schedule of three days in the office and two days remote, however this arrangement could change without notice. Hours of work are flexible, but are generally, Monday through Friday, either 7 AM to 3 PM or 9:00 AM to 5 PM. This position may require extended hours and weekend work.

APPLICATION PROCESS:

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's experience and skillset would make them a good candidate for the position of Technical Support Specialist II with the MTRS. **Applicants who do not submit a cover letter will not be considered.** Applicants may be asked to take a skills assessment test as part of the interview process.

The MTRS is an equal opportunity employer.